How to Register for the Citizen Self Service Portal

1. From the home page, click the arrow next to Guest and choose Register.
2. Enter your email address. Click Next.

3. You’ll receive a message telling you to check your email.

4. Open the email that was sent and click “Confirm”

From: enerGov <enerGovSolutions@accgov.com>
Sent: Tuesday, March 31, 2020 11:48 AM
To: Planning Internet Email <planning@accgov.com>
Subject: Citizen Self Service New User Account Confirmation

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

Confirm
5. This will re-open CSS Registration. Create user name and password. Password must be at least 8 characters long with at least one upper case letter and one number. Confirm password.

6. Click the box next to “I am not a robot” and click “Next”
7. Personal Information page: Fill out required fields: First Name, Last Name, Contact Preference and Email (automatically fills with email used to register)

8. Additional Contact Information. Click to add Business Phone, Home Phone, Mobile Phone, Fax and Other Phone. Some of these may not be required, but it’s important to add as much additional information as you can to help us contact you. Click Next.
9. Fill in address fields. Each part of the street address goes into individual fields. Street Number and Address Type are required. Click Submit to complete registration.